

# City of Fort Worth Texas Case Study

## Introduction

This case study of City of Fort Worth is based on a March 2019 survey of SolarWinds Government customers by TechValidate, a 3rd-party research service.



“We like Network Performance Monitor simply because we usually have several network issues during the week and it helps to get the alerts and respond before our senior management gets involved.”

## Challenges

The business challenges that led the profiled organization to evaluate and ultimately select SolarWinds Government:

- IT challenges their agency faced prior to implementing SolarWinds products:
  - Lack of visibility into the problems leading to network performance or capacity issues
  - Not having the tools to troubleshoot network problems or outages
  - Lack of visibility into system/server health

### Organization Profile

Organization:  
**City of Fort Worth**

Organization Size:  
**State & Local**

Industry:  
**Government**

## Use Case

The key features and functionalities of SolarWinds Government that the surveyed organization uses:

- Regular user in the following SolarWind product areas:
  - Network management
  - Systems, applications, servers, and storage monitoring
- Uses SolarWinds products in multiple departments / on multiple sites, but not throughout the enterprise
- Agency use cases for leveraging SolarWinds products:
  - Network performance monitoring
  - Troubleshooting network problems or failures
  - Troubleshooting configuration issues
  - Monitoring the integrity of systems/servers
  - Troubleshooting the application stack/infrastructure

### About SolarWinds Government

SolarWinds delivers powerful, affordable, and easy-to-use IT solutions to US Federal and other Government agencies to monitor and manage networks and systems, streamline support operations, and ensure security and compliance.

#### Learn More:

[SolarWinds](#)

[SolarWinds Government](#)

## Results

The surveyed organization achieved the following results with SolarWinds Government:

- Results they were able to produce using SolarWinds products:
  - Correlate network, server, and application issues to resolve performance problems
  - Improve resolution rates for networking performance and capacity issues
  - Improve configuration management
  - Improve system and application monitoring and troubleshooting
  - Provide better service levels to the organization
  - Improve log tracking and management
- Favorite SolarWinds products:
  - Network Performance Monitor
  - Server & Application Monitor
  - Virtualization Manager
- Purchased their SolarWinds products because of:
  - Ease of use
  - Affordability
  - Best quality price report
  - Scalability / Able to support our growth